

Thorough care Corporation Ltd

Annual Return 2025/2026

The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

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Provider: Thorough care Corporation Ltd

Provider summary

The provider was registered on:	22/07/2025
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.	We have systems in place to identify and meet staff training needs through supervision, spot checks, and appraisals. Staff complete mandatory training, which is monitored to ensure it remains up to date. Induction includes shadowing to support safe lone working in the community. Training is reviewed through supervision, and any gaps are addressed through additional support to ensure staff deliver safe and effective care.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We follow safer recruitment procedures, including DBS checks, references, and right to work checks to ensure staff are suitable. Values-based interviews are used to select staff who are compassionate and reliable. New staff complete induction and shadow experienced colleagues before working independently. To support retention, we provide supervision, training, and a supportive working environment. Rotas are planned to promote continuity of care and support staff wellbeing.

Regulated services delivered by this provider

Service name	Service type	Type of care
Thorough Care Corporation Ltd	Domiciliary Support Service	None

Service: Thorough Care Corporation Ltd

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	22/07/2025
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	- Thorough care Corporation Ltd is registered to provide a domiciliary support service in North Wales regional partnership area - The responsible individual for this service is Kearabiloe Nkomo
How many people in total did the service provide care and support to during the last financial year?	18

Service management

Responsible Individual(s)	Kearabiloe Nkomo
Manager(s)	Kearabiloe Nkomo

Service contact details

Service Telephone Number	07400262960
Service Contact Email Address	thoroughcare@outlook.com

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Engagement with people using the service

During the last financial year, the service consulted with people who use the service through regular care reviews carried out in their homes, at least annually or more frequently where required. These reviews included one-to-one discussions about the quality of care and overall satisfaction. We also gathered feedback through satisfaction questionnaires, telephone calls, spot checks, and day-to-day communication between care staff, office staff, and service users. Where appropriate, feedback was obtained from family members or representatives. The service ensured individuals were supported to express their views, including adapting communication methods where needed. All feedback was recorded, reviewed, and used to inform service improvements, such as changes to care delivery, staff allocation, and care planning. Outcomes were shared with individuals during reviews and ongoing communication.
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Compliance and quality statement

Not Inspected - Strong Internal Checks Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing. We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£24.68
The maximum hourly rate payable during the last financial year?	£24.68

Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	19
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	2	0
Care Worker	7	4

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Supervisory Staff (not providing direct care)	1	0	0
Senior Care Worker	2	0	0
Care Worker	7	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	2	0
Care Worker	7	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	1	0
Care Worker	1	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Early call and Late
Care Worker	early and late